

POSITION DESCRIPTION

Position Title:	Contract Management Lead
Classification:	Social, Community, Home Care & Disability Services (SCHADS) Award Level 4
Location:	Seaton
Line Manager:	Program Manager, Procurement, Service Coordination & Counselling
FTE	0.6 FTE

Position Overview

The Contract Management Lead provides operational support for the management of provider contracts, onboarding, compliance and provider engagement activities across Carers SA's subcontracted and brokered service providers.

The role is responsible for coordinating provider onboarding, maintaining provider compliance records, administering provider agreements and supporting contract management processes to ensure providers meet contractual and organisational requirements.

The position supports provider network sustainability through provider engagement, capacity monitoring and the identification of service gaps and improvement opportunities. The role captures and maintains provider feedback, follows up with providers regarding identified issues and contributes to service improvement activities by escalating concerns, risks and emerging trends as required.

The role works collaboratively with the Program Manager, Team Leader Procurement and Service Coordination, Counselling Engagement and Development Coordinator, Finance Team and external providers to ensure contracted services are delivered by appropriately qualified, compliant and approved providers.

The role is also responsible for supporting the implementation and ongoing administration of contract management systems to support compliance monitoring and reporting across the provider network.

Key Relationships / Interactions

The Contract Management Lead has strong working relationships with the Program Manager Procurement, Service Coordination and Counselling Services, Team Leader Procurement and Service Coordination, Counselling Engagement and Development Coordinator, Finance Team and Carers SA subcontracted and brokered providers.

Statement of Commitment

Carers SA believes that all vulnerable adults, children and young people, have the right to be safe, feel safe, and recognises that safety is everyone's responsibility. We have zero tolerance of harm or risk of harm to children and young people and are committed to the National Principles for Child Safe Organisations.

Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander peoples; the cultural safety of people from culturally and/or linguistically diverse (CALD) backgrounds; and to providing a safe, accessible, and inclusive environment for vulnerable adults, children and young people, including people with disability.

Key Responsibilities

Provider Onboarding and Compliance Administration

- Coordinate onboarding activities for subcontracted and brokered service providers
- Collect, verify and maintain provider documentation including insurances, qualifications, registrations, screening checks and other required credentials
- Maintain accurate provider records and ensure documentation remains current and complete
- Monitor compliance documentation expiry dates and follow up providers regarding outstanding or expiring documentation
- Support the preparation of provider compliance information and documentation required by internal stakeholders and funding bodies
- Apply risk-based compliance requirements appropriate to each provider category

Contract Administration

- Coordinate provider contract establishment, renewals, variations and contract administration activities
- Maintain provider agreements, contract registers and associated documentation
- Ensure provider records and agreements are accurately maintained within organisational systems
- Coordinate the issue, collection and maintenance of Consortia Partner Agreements and associated documentation
- Maintain provider records in audit ready state at all times, identifying and escalating any non-compliance

Provider Monitoring and Performance

- Maintain provider compliance, credentialing and contract management registers
- Monitor provider compliance status, onboarding progress and documentation currency
- Capture, record and maintain provider feedback, service concerns, complaints and incident information in accordance with organisational procedures
- Assist with follow-up activities relating to provider complaints, incidents and service concerns, escalating matters to the appropriate manager where required
- Identify and escalate outstanding compliance requirements, provider risks, documentation gaps, capacity concerns and emerging service delivery issues
- Prepare reports relating to provider onboarding, contract status, compliance activities, provider capacity and service availability

Provider Support and Engagement

- Develop and maintain positive working relationships with providers to support onboarding, compliance, contract administration and ongoing engagement
- Support providers to understand and meet organisational onboarding, compliance and contractual requirements
- Liaise regularly with providers to support service continuity, address administrative issues and identify emerging concerns
- Assist in identifying provider capacity issues, service gaps and opportunities to strengthen service availability for Carers across South Australia
- Undertake research and gather information to support recommendations regarding provider recruitment, service gaps and capacity-building opportunities

- Contribute to provider quality reviews and assurance activities

Systems and Continuous Improvement

- Support the implementation and administration of the new provider contract management and compliance systems
- Maintain accurate provider information across organisational systems and databases
- Identify opportunities to improve onboarding, contract administration, provider compliance and provider management processes
- Contribute to continuous improvement activities by gathering information, identifying issues and implementing approved process improvements
- Support initiatives that strengthen provider engagement, service accessibility, administrative efficiency and organisational compliance

Stakeholder Support

- Provide advice and support to internal stakeholders regarding provider compliance and contract management requirements
- Assist providers and internal teams to understand and apply provider onboarding, compliance and contract management processes
- Contribute to the development of resources, procedures and training that strengthen provider compliance, including supporting providers to use the self-serve system for contract management

Children and Young People:

- Act at all times in accordance with the Carers SA Child Protection Policy and Procedure
- Support Carers SA as a child safe organisation by undertaking screening for suitability to work with children, young people, and vulnerable adults and to comply with relevant legislative requirements
- Show a commitment to the National Principles of Child Safe Organisations

Work, Health & Safety

- Take reasonable care for the health and safety of yourself and others
- Adopt work practices that support Carers SA's WHS management system and approach

Additional Position Requirements

Duties for this position should not be considered definitive and are only descriptive of the type of duties to be undertaken by you during your employment. Carers SA may require you to carry out any duties which are within your skills and competence. Duties are subject to change through consultation and are reviewed annually alongside staff performance.

Some intrastate and local travel may be required to represent Carers SA at key events and stakeholder engagements.

Position Criteria – Competencies and Relevant Experience

Essential

- Demonstrated experience in contract administration, compliance administration or provider management administration
- Demonstrated ability to build effective relationships with internal and external stakeholders
- Ability to review information, identify issues and escalate concerns appropriately
- Demonstrated experience implementing, transitioning to, or administering a compliance, contract management, vendor management or procurement system
- Excellent written and verbal communication skills

- Understanding of risk-based approaches to compliance including the application differentiated requirements across provider types
- High level proficiency in Microsoft Office applications and database systems
- Ability to work autonomously and manage competing priorities

Desirable

- Experience within community services, aged care, disability, health or human services sectors
- Experience working with subcontracted service delivery models
- Project coordination experience
- Understanding of the challenges faced by Carers and the community services sector

Education / Certifications

- Certificate IV or Diploma in Business, Administration, Procurement, Contract Management, or a related field, or equivalent demonstrated experience

All employees must have a current DHS Working with Children Check and a National Police Check prior to commencement. All employees will be required to complete maintain current mandatory child protection training, in line with legislative and organisational requirements.